



Online Learning Student Guide

Fall 2016

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Getting Started - Semester Checklist

Each semester you are responsible for completing the items below to ensure your success in your courses. Questions or concerns about the course or course-related materials must be directed to the instructor.

Successful Characteristics

- You are self-motivated and work well independently
- You seldom procrastinate and you stay on task
- You follow your instructor's written and oral directions well
- You have strong reading and writing skills that are required for most Internet courses
- You are comfortable working alone or as part of a group online
- You are a good communicator and will contact your instructor when questions or confusion arises
- You are well organized

- ✓ Login to Blackboard
 - Blackboard is CCAC's online course management system
 - To access Blackboard: courses.ccac.edu
 - Additional details are found on Page 5
- ✓ Login to your Academic Email account
 - Online Learning students are required to use their academic email account
 - To access Academic Email: webmail.acd.ccac.edu
- ✓ Purchase your textbooks
 - Online Learning courses do use textbooks
 - Textbooks for Internet courses are only available through the **Allegheny Campus Bookstore**
 - Additional details are found on Page 7
- ✓ Access the Start Here: Getting Started in DL site within Blackboard
 - The Start Here course is an orientation site for Online Learning students
 - Start Here provides important technical support and Blackboard tutorials
 - Additional details are found on Pages 5 & 6
- ✓ Access your course and contact the instructor
 - Courses in Blackboard will *not* be available until the first day of the semester
 - After the start of the semester, be sure to contact your instructor establish your attendance
 - Additional details are found on Page 6



Student Expectations

Students are expected to complete course work by the end of the semester in which they are registered. You are responsible for meeting all deadlines set by your instructor as well as the academic calendar deadline set by CCAC.

Fall 2016 Online Learning Calendar

14 Week Course Calendar (13 weeks of class plus examination week)

Helpful Study Tips

- Carefully read all written material received from your instructor
- Follow the course outline, paying attention to deadlines and for reading, viewing and responding to material
- Complete all activities in the time specified by the instructor
- Place yourself on a weekly schedule to cover all material and complete all assignments
- Plan to spend at least 8 hours per week on each online learning course
- Find a quiet place to work without distractions
- Whenever you have questions or concerns, contact your instructor by phone, email, or by setting up an appointment

Important Note: *An online learning fee of \$20.00 per online learning course (in addition to the cost of course materials) applies to all online learning courses. This fee is not refundable after the first day of class.*

NetID Accounts for Online Learning Students

What is NetID?

NetID accounts provide access to:

- Blackboard
- Academic email
- Campus computers
- Library resources
- Web publishing
- CCAC Central

Expired password?
Have your Student ID Number ready.

NetID account support:

ServiceDesk:
412.237.8700

Your NetID password will not be reset for you at the start of each term.

Your NetID account will use the most recent password that was assigned to your NetID account.

- Your CCAC NetID account is your access to the CCAC network, it consists of a username and a password
- You are responsible for all computer activity that occurs while your NetID account is in use.
- Passwords for NetID accounts expire every 90 days
- Passwords can be reset at a CCAC open computer lab or online: entrypoint.ccac.edu under Change Password, click "All other services and NetID"
- Password changes affect all systems that require a NetID login

NetID account

- If you register for an online course on or before Thursday, September 1, 2016 Online Learning will mail a letter to your home address which will include:
 - Your NetID account username and student id#
 - Instructions for setting up your NetID, and logging into Blackboard and academic email
 - A task list for starting the semester
- If you register for an online course Thursday, September 1, 2016 follow the steps to activate your account:
 1. Go to netid.ccac.edu
 2. Enter the security verification phrase and click next
 3. Enter your 7 digit student ID number and last name
 4. Follow the prompts to create your NetID

Accessing your academic email account

- All students using Blackboard are required to use their academic email account for all correspondences relating to those courses
- Your academic email account is: `Your_NetID_Username@acd.ccac.edu`
- To access your academic email: webmail.acd.ccac.edu
- You will use your NetID username and password to login to your academic email account
- Complete instructions on using the academic email system can be found in the following [ITS: Talkin' Tech article: Using Academic Email](#) (webdev.ccac.edu/talkin/acdmail.htm)

Getting your questions about Blackboard answered

- Send an email to ServiceDesk at: help@servicedesk.ccac.edu
- Contact us by phone at: 412.237.8700
- Fall Support hours:

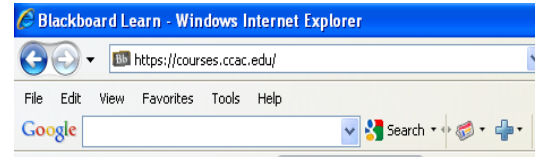
Monday: Thursday:	7:00 a.m. - 10:00 pm
Friday:	7:00 a.m. - 5:00 pm
Saturday:	8:00 a.m. - 3:00 pm
Sunday:	2:00 p.m. - 10:00 pm

(Lunch taken from 5:00 – 6:00pm on Sunday)

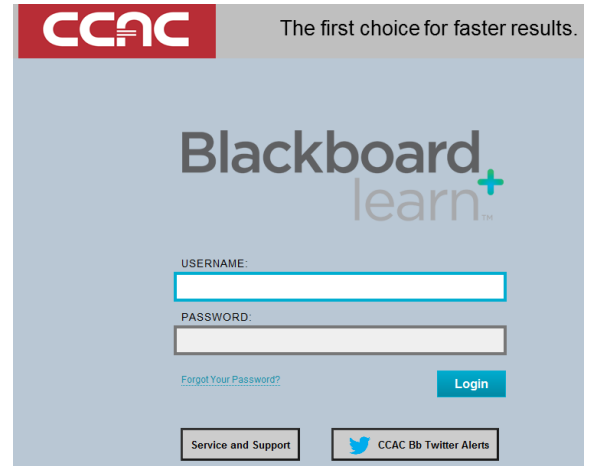


Logging into Blackboard

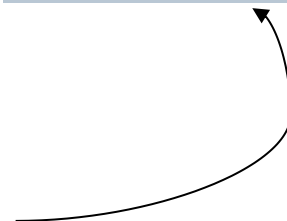
1. To access Blackboard, enter **courses.ccac.edu** in the Address field of your web browser and click Go



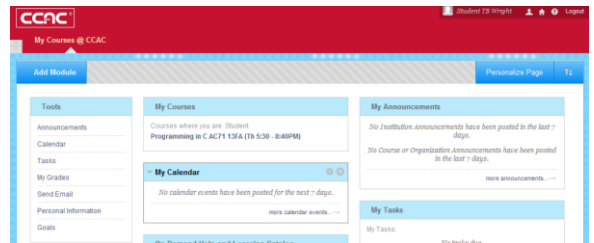
2. Enter your NetID username and NetID password in the appropriate field
Click the Login button



3. If necessary, click the Service and Support link to change your NetID password
Use the links on this page to access additional online learning resources.



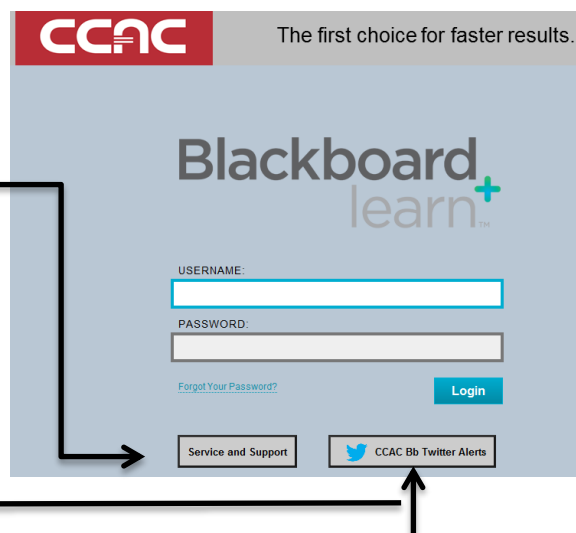
4. A successful login will take you to the "My Courses @ CCAC" tab with a personalized welcome message
Click the name of the course to access that course



Stay Informed About Blackboard and Online Learning

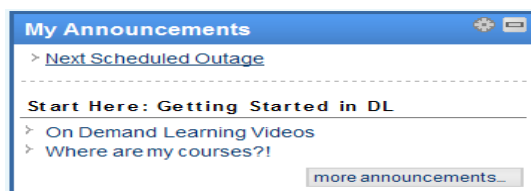
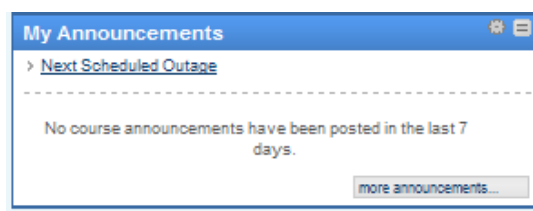
The Blackboard login page contains two important links for resources to make your Online Learning course a success

- A Service and Support, link that will direct you to the Online Learning Support Services and Resources & ServiceDesk information
- A CCAC Twitter Alerts link that will give you up-to-date important Online Learning and ITS information



After logging in to Blackboard, you will have access to your course announcements and relevant system-wide announcements

- Course Announcements: consist of announcements specific to your course
- Start Here Announcements: include important notices and announcements that you are responsible for reading
- Access the Start Here course site for important technical support and tutorials for using Blackboard.



*

Important: You will NOT have access to your courses before the first day of the semester.

CCAC Bookstore

Books and Materials

Allegheny Campus Bookstore
Library Building
821 Ridge Avenue
Pittsburgh, PA 15212
412.237.2532

Important Notes:



Keep in mind: Some courses may require an additional fee to access online material if you purchase a used textbook.

- New and used textbooks can be ordered online at www.ccac.bkstr.com or purchased in person at the Allegheny Campus Bookstore
- Notify the bookstore attendant of the course number and section (e.g. ENG 101 AIN1) as shown on your registration confirmation of the course you are taking to ensure receipt of the correct materials as Online Learning materials may vary among instructors
- Used textbooks may be available for some courses. Call the Allegheny Campus bookstore for availability and additional information
- Textbook buybacks: At the end of the term, you may be able to sell your textbooks back in person at the Allegheny Campus Bookstore only. The Bookstore reserves the right limit quantities and conditions of books they buy back. (Call first to check)
- Publisher Prices are subject to change beyond the control of the Bookstore

Bookstore Returns

Important: There is a shipping fee for any books or materials that are mailed. Contact the Allegheny Campus Bookstore for exact shipping costs.

- If you have dropped your class and wish to return your materials, you must have your sales receipt with you. All returns must be made in person unless you have prior permission
- For a full refund, books must be clean and unmarked and videotapes must be rewound
- If books and/or materials came wrapped in plastic, the plastic must be intact to receive a refund
- You only have 7 days from the date on your receipt to return books and/or videotapes
- If it is beyond the 7 day period, you must wait until Buy-Back, which is during the week of finals each semester
- The bookstore return policy is subject to change. Check with the bookstore to confirm refund policy

Ways to purchase Online Learning Materials

- Shop in person at a Campus Bookstore
- Shop online at [CCAC Bookstore](http://www.ccac.bkstr.com)

Testing Information

*On campus exams must be scheduled and you must make arrangements with your instructor to have the test sent to one of the centers (*be sure you schedule enough time to complete the exam*).

Allegheny Campus
808 Ridge Avenue
Pittsburgh, PA 15212-6003

Learning Center L-309
412.237.2584

Boyce Campus
595 Beatty Road
Monroeville, PA 15146-1348

Learning Resource Center N-406
724.325.6666

North Campus
8701 Perry Highway
Pittsburgh, PA 15237-5353

Learning Resource Center Library 2nd Floor
412.369.3681

South Campus
1750 Clairton Road (Route 885)
West Mifflin, PA 15122-3029

Learning Assistance Center (LAC) L-547
412.469.6284

Contact the [Learning Assistance Center](#) for specific hours of operation.

Making Arrangements for a Proctored Exam

If it is not possible for you to take your Online Learning exam at CCAC due to geographic considerations or emergencies, you will need to discuss with your instructor the possibility of having a proctor monitor your exam.

Step 1. Contact your instructor and ask which proctoring option they will use to manage your exam (see option 'a' and option 'b' below)

- Option a. If your instructor is managing the proctoring process, please review step 2 (only) and the chart below to identify a suitable proctor. Then contact your instructor for the remainder of the process.
- Option b. If your instructor chooses to have the Online Learning Center manage the proctoring process, please complete steps 2 through 4.

Step 2. Contact the person who qualifies as a suitable proctor (see chart below) to ask if he or she is willing to proctor the exam. If the person agrees, arrange a date, time, and place for the exam. The student must pay any expenses involved, including postage to return the exam according to the specific instructions provided by the instructor.

Individuals Who Qualify as a Suitable Proctor:

A full-time member of the teaching faculty of CCAC or a CCAC adjunct faculty member	For employed students: the Human Resources Director or company educational manager
A member of the teaching faculty or an educational administrator of any regionally accredited institution of higher education	For armed forces personnel: any commissioned officer of higher rank than the student, a base commander, a noncommissioned officer in command of a military post, an education officer, or a base librarian
A state-certified elementary or secondary school teacher or school librarian, school superintendent, principal, or Intermediate Unit administrator	
A public librarian	For incarcerated individuals: any prison administrator such as a warden or medical administrator, a prison counselor, or prison librarian

Please note: Friends and relatives are NOT permitted to proctor your exams

Step 3. Complete a **Test Proctoring Proposal Form** (found on the next page) and mail or fax it to the Online Learning Center at least two (2) weeks in advance of the test date

Online Learning Center
Community College of Allegheny County
800 Allegheny Avenue, Room 123
Pittsburgh, PA 15233
Fax: 412.237.8187

Note: The instructor must approve the proposal. Once the request is approved, the exam(s) and instructions will be mailed to the proctor. The student will be notified if the proposal is not approved.

Step 4. Take the exam at the proposed location and time

Note: The student must notify the instructor and the proctor if he or she cannot take a scheduled exam.

Test Proctoring Proposal Form

Test Proctoring Proposal Form

This form is to be used for distance learning courses when a proctored test is requested and campus testing center facilities are not accessible to the student. This form is a proposal from a distance learning student who needs to have an exam proctored somewhere other than a CCAC testing center. The instructor may approve or disapprove this proposal based upon the instructor's assessment of the information provided on the form.

The **student** is responsible for sending this completed proposal to:

Distance Learning Center
Community College of Allegheny County
800 Allegheny Avenue, Room 123
Pittsburgh, PA 15212
Or fax to: 412.237.8187

Title of Course:	Semester:
Instructor Name:	Student ID or Social Security Number:
Student Name:	Student E-mail:
Student Address:	Student Phone Number:
Proposed Date of Exam:	Exam # (if any):
Reason for Request:	
Name of Proposed Proctor:	Proctor's Daytime Phone Number:
Proctor's Address: (all testing materials will be mailed to this address)	Qualifications of Proctor:

This section to be signed by proposed proctor:

I attest that I can and will provide a secure environment for this student to complete the designated exam for this course and will abide by the instructions of the instructor. I further attest that I will retain the confidentiality of this exam from all persons except the instructor and will return the exam according to the specific instructions provided by the instructor.

Signature

Date

Download and Print: [Test Proctoring Proposal Form](#)

Go to: www.ccac.edu Click "Online Learning"

Click "Test Proctoring"

Library Services

Research Help

The [library system home page](http://ccac.edu/library) (ccac.edu/library) is your gateway to over 80 research databases and hundreds of websites, all available from off-campus. Many help files, citation guides, and tips are also available.

Finding Information:

- Books: Use AlleyCat, the CCAC online library catalog, to locate books, magazine titles, and audiovisual materials in the CCAC campus libraries. Read the direction on the "online catalog" page to choose the best link to *AlleyCat*
- Articles & Reference Sources: Over 80 research databases are available and offer thousands of magazine, journal and newspaper articles online. Additional articles are indexed and may be available at CCAC libraries in printed format. Also, access reference and other databases, like encyclopedias, which provide background and overviews, statistics, and analyses
- Research by Subject: These guides list databases and websites by a variety of subjects. Find References & Overview Sources, Magazine & Journal Articles, and Selected Websites on over a hundred different subjects. Links to websites selected by CCAC librarians are available under each listed subject

Online Learning students have library privileges.

Circulation Desk:

Allegheny: 412.237.2585
Boyce: 724.325.6712
North: 412.369.3681
South: 412.469.6295

Reference Desk:

Allegheny: 412.237.2768
Boyce: 724.325.6798
North: 412.369.3602
South: 412.469.6374
Email: library@ccac.edu

Photo identification is required for checkout. Return library materials to any CCAC library.

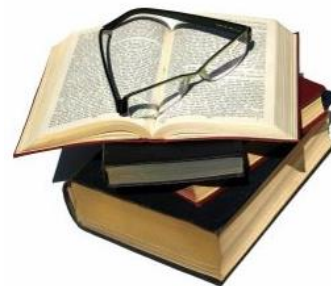
Hours, locations and directions can be found on the library home page.

Accessing Databases from off-campus

- All of the library's research databases are available off-campus from a home or public library computer. To access these databases off-campus, you must use your NetID (refer to page 4)
- You will be asked for your NetID username and password whenever you access a library database at a computer outside the Community College of Allegheny County network

Borrowing Library Materials

- You may hold up to three items using CCAC's online catalog, *AlleyCat*
- This procedure requires your *14-digit college ID number* which is on College ID cards. Only the last 7 digits of the College ID appear on your registration slip. The first seven digits of all College ID numbers are 2000001
- Help is available by calling any of the circulation or reference desk telephone numbers listed to the left



AlleyCat permits you to choose the campus library at which you will pick up materials.

Tutoring Services

Online tutoring is offered to CCAC students who are not able to use the in-house facilities. Through our partnership with SMARTHINKING, CCAC is able to offer 10-free hours or online tutoring. Additional hours may be available upon request.

Online tutoring is available for the following subjects:

- Anatomy and Physiology
- Accounting and Statistics
- Bilingual Math
- Biology
- Chemistry
- Economics
- Finance
- Math
- Organic Chem.
- Physics

*Writing support for all subjects is also provided through the online writing lab.

To take advantage of the [free tutoring services](#) located in the Learning Center of each campus, call or visit to get more information and to make an appointment.

To login: enter CCAC NetID and password(NetID must be preceded by "ccac\" i.e., ccac\myNetID)

Click this image below:



[SMARTHINKING Quick Start Guide](#)

Allegheny Campus – L408
412.237.2584

North Campus – Library 1st
Floor
412.369.3680

Boyce Campus – N504
724.325.6729

South Campus – L547
412.469.6284

College Photo IDs and Parking Permits

All students at the Community College of Allegheny County must have a current validated photo identification card to use at testing center, libraries, computer labs, and gym facilities.

For the most current listing of dates and times, please call one of the following

Allegheny Campus
Physical Education Building
412.237.2668

Boyce Campus
Room S581
724.325.6653

Computer Lab Locations and Phone Numbers

Allegheny Campus

808 Ridge Avenue
Pittsburgh, PA 15212
Room: SSC321
Phone: 412.237.2655

Boyce Campus

595 Beatty Road
Monroeville, PA 15146
Room: S588
Phone: 724.325.6722

Braddock Hills Center

250 Yost Boulevard
Braddock Hills, PA 15221
Phone: 412.271.0201

Homewood-Brushton Center

701 North Homewood Avenue
Pittsburgh, PA 15208
Room: 215
Phone: 412.371.1600

North Campus

8701 Perry Highway
Pittsburgh, PA 15237
Room: 2005
Phone: 412.369.4153

South Campus

1750 Clairton Road, Route 885
West Mifflin, PA 15122
Room: L-482
Phone: 412.469.6328

Washington Crowne Center

1500 West Chestnut Street
Washington, PA 15301
Phone: 724.223.1012

West Hills Center

1000 McKee Road
Oakdale, PA 15071



Important: Computer labs may operate on a modified schedule during college breaks and holidays, please call the respective site for their specific hours of operation.